



## Frequently Asked Questions

### **Q. What is The Work Number®?**

A. The Work Number® is a service of TALX Corporation that provides current and former employees with an automated employment verification service. It allows you to have your employment and income verified within a matter of minutes. This fast, secure service is used for mortgage applications, reference checks, loan applications, and apartment leases; anything that requires proof of employment.

### **Q. What information does a lender or other verifier get from The Work Number®?**

A. The Work Number® provides different "types" of verifications for different purposes. For example, if you are looking for a job, your future employer might want to check your past employment while a mortgage lender will typically need to verify your income before giving you a loan.

### **Q. What information is provided?**

A. The information is given to TALX using data from the payroll files which is remitted after each payroll run. The information allows TALX to provide:

- Name
- Most recent hire date
- Termination date (If no longer employed)
- Total time with Yeshiva University/Albert Einstein College of Medicine
- Job title
- Rate of Pay
- Gross earnings for current year to date
- Gross earnings for last year and two years past

### **Q. How do I use The Work Number®?**

A. The process of obtaining employment and salary information through The Work Number® is easy. Click below for instructions:

[Instructions to Provide Proof of Employment Only](#)

[Instructions to Provide Proof of Employment Plus Income](#)

### **Q. Is there another way to verify my employment, if I do not feel comfortable providing my social security number through the internet?**

A. The Work Number® also provides verifications by calling 1-800-367-2884.

### **Q. Can just anyone obtain my income information from The Work Number®?**

A. No. You have to give someone permission to get your income information from the service. Giving permission is an easy process. [Click here](#) for step-by-step instructions.

**Q. Is The Work Number® secure?**

A. Yes. The Work Number® uses 128-bit SSL encryption in all of the account areas of their website where your personal information is being exchanged with our computers. In addition, The Work Number® has detailed privacy policy that tells you what, and, more importantly, what they do not do with information they gather while you are on their website.

The Work Number® also uses very stringent data security standards and physical building security to protect the computer equipment and data center facility that runs this service.

**Q. How far back are records kept for those previously employed at Yeshiva University?**

A. Records are kept as far as 2003.

**Q. Is there a fee for this service?**

A. No. There is no charge to the individual employee. Verifiers pay a nominal fee to access the service.

**Q. How long will it take for a verification to be completed?**

A. Employment verifications can be provided to the verifier within a matter of minutes.

**Q. How often are the employee records in The Work Number® updated?**

A. As this information is generated from the University payroll system, the records will be updated automatically every two weeks.

**Q. As an employee, how can I obtain my verification independently?**

A. An employee is entitled to receive an annual Employment Data Report at no cost to the employee, which can be provided to the verifier. The Employment Data Report form is located at the bottom of the Employee Login page and will have to be completed in a timely manner, as it takes approximately two weeks to process.

**Q. What should I do if my verifier refuses to use The Work Number® to verify my employment?**

A. Please contact Human Resources at [askhr@einstein.yu.edu](mailto:askhr@einstein.yu.edu) or (718) 430-2559 to discuss available options.

**Q. Once I enter my UserId and Password why do I need to complete an initial enrollment?**

A. The initial enrollment is a one-time process that is being added as an additional security measure towards improving the privacy of your information.

**If you have any further questions regarding this service, please call The Work Number® client service team at 1-800-966-7566 from Monday-Friday, 7am-8pm (CST)**

**The client service team can assist employees who are not fluent in English through a third party translator and can accommodate over 100 different languages.**